Hotel Bar Restaurant - Use Case Table

Use Case: Take Customer Order

Actor: Waiter/Waitress

Description: Takes food and drink orders from guests.

Preconditions: Guest is seated. Waiter is logged in.

Postconditions: Order is recorded in the system.

Main Flow:

1. Approach customer.

2. Record order.

3. Confirm with customer.

4. Send order to kitchen/bar.

Alternate Flow:

If item unavailable, notify guest and modify order.

Use Case: Serve Order

Actor: Waiter/Waitress

Description: Delivers food and drinks to customers.

Preconditions: Kitchen/bar has prepared the order.

Postconditions: Guest receives the order.

Main Flow:

1. Pick up order.

2. Verify correctness.

3. Serve to correct table.

Alternate Flow:

If incorrect order, return to kitchen/bar for correction.

Use Case: Process Payment

Actor: Waiter/Waitress

Description: Processes customer payment (cash/card/room charge).

Preconditions: Guest has finished meal. Bill is generated.

Postconditions: Payment is completed and receipt is given.

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Main Flow:

1. Generate bill.

2. Present to guest.

3. Accept payment.

4. Issue receipt.

Alternate Flow:

If card declined, request alternate payment.

Use Case: Mix Drinks

Actor: Bartender

Description: Prepares and serves drinks for bar and table orders.

Preconditions: Order received in bar system.

Postconditions: Drink is ready for delivery.

Main Flow:

1. Receive drink order.

2. Mix/prepare drink.

3. Notify waiter or serve at bar.

Alternate Flow:

If ingredient missing, notify waiter to inform guest.

Use Case: Restock Bar

Actor: Bartender

Description: Ensures bar inventory is stocked.

Preconditions: Inventory is low or periodic check scheduled.

Postconditions: Inventory is updated.

Main Flow:

1. Check stock levels.

2. Retrieve from storage.

3. Refill shelves/fridge.

4. Update inventory log.

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Alternate Flow:

If item not in storage, notify inventory manager.

Use Case: Prepare Meal

Actor: Chef

Description: Prepares food based on received order.

Preconditions: Order received in kitchen system.

Postconditions: Meal is prepared and ready to serve.

Main Flow:

1. Receive order.

2. Cook meal.

3. Plate and notify waiter.

Alternate Flow:

If ingredients missing, notify manager or waiter.

Use Case: Supervise Kitchen

Actor: Head Chef

Description: Oversees kitchen operations and staff.

Preconditions: Kitchen is operational.

Postconditions: Kitchen runs smoothly.

Main Flow:

1. Monitor orders.

2. Allocate tasks.

3. Handle issues.

4. Ensure hygiene and quality.

Alternate Flow:

If staff absent or overworked, redistribute tasks or call backup.

Use Case: Maintain Cleanliness

Actor: Cleaner/Janitor

Description: Cleans dining area, bar, kitchen, and restrooms.

Preconditions: Cleaning schedule or ad-hoc cleaning needed.

Postconditions: Area is clean and sanitary.

Main Flow:

1. Check area.

2. Clean using appropriate tools.

3. Dispose of waste.

Alternate Flow:

If cleaning tools unavailable, request from housekeeping.

Use Case: Manage Reservations

Actor: Receptionist/Host

Description: Books, modifies, or cancels customer reservations.

Preconditions: Guest contacts or online request received.

Postconditions: Reservation is confirmed or updated.

Main Flow:

1. Receive request.

2. Check availability.

3. Book table.

4. Confirm with guest.

Alternate Flow:

If no availability, suggest alternate time or date.

Use Case: Handle Complaints

Actor: Restaurant Manager

Description: Addresses customer concerns and service issues.

Preconditions: Complaint is reported by customer or staff.

Postconditions: Issue is resolved and logged.

Main Flow:

1. Listen to complaint.

2. Investigate.

3. Offer resolution.

4. Document outcome.

Alternate Flow:

Escalate to higher management if unresolved.

Use Case: Manage Staff Schedule

Actor: Restaurant Manager

Description: Creates and updates employee shift schedules.

Preconditions: Staff availability is collected.

Postconditions: Staff receive schedules.

Main Flow:

1. Collect availability.

2. Generate schedule.

3. Distribute and confirm.

Alternate Flow:

Adjust schedule based on staff changes or emergencies.

Use Case: Monitor Inventory

Actor: Inventory Manager

Description: Tracks stock levels for food, drinks, and supplies.

Preconditions: Inventory system is active.

Postconditions: Inventory is up-to-date.

Main Flow:

1. Check system logs.

2. Perform physical checks.

3. Record usage.

4. Generate restock request.

Alternate Flow:

Emergency restock if levels are critically low.

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Use Case: Accept Deliveries

Actor: Inventory Manager

Description: Receives and checks deliveries from suppliers.

Preconditions: Delivery is scheduled.

Postconditions: Items are stored properly and inventory updated.

Main Flow:

1. Verify order.

2. Check for quality/damages.

3. Sign off.

4. Update inventory.

Alternate Flow:

Report and return damaged/incorrect items.

Use Case: Conduct Staff Training

Actor: Restaurant Manager

Description: Trains new staff on operations, etiquette, and safety.

Preconditions: New hire or training period scheduled.

Postconditions: Staff trained and ready to work.

Main Flow:

1. Prepare materials.

2. Conduct sessions.

3. Evaluate trainee.

4. Approve for floor duty.

Alternate Flow:

If trainee underperforms, extend training.